

## **WORKLOAD NARRATIVE**

### **FIELD OPERATIONS**

#### **November 2017**

**Workload:** In November, new cases for all programs [15,726] were 12% below the 2017 average and at their lowest level since **February 2001**. Meanwhile, closed cases [17,516] were only 3% below their norm and exceeded intake by almost 1800 cases. The open inventory [23,870] fell to a seven month low, although it is only 2% smaller than the average for the first eleven months of the year.

**UI.** In UI, new cases [14,510 cases; 8,532 appellants] were 12% below the average for the year and represented the smallest intake since February. UI dispositions [16,005 cases; 9,411 appellants] were 3% below their average level but exceeded intake for the first time in three months. The open balance [15,209 cases; 8,943 appellants] fell to a five month low, although it is still 2% greater than the average for the entire year. The inventory of extension cases is now only 1.6% of the entire UI workload. We received our first DUA appeal in regards to the fires in November.

**DI.** In November, work was slow for disability. The number of appeals [833] was 15% below the 2017 average and represented the smallest intake since July. Dispositions [797] were 17% below their norm and represented the smallest output since September 2016. The open inventory [1,547] rose for the fifth consecutive month. The caseload is 12% greater than average for this year and at its highest level in a year.

**Tax, Rulings, Other.** In tax, the number of new petitions [247] was 31% above the average and represented the highest intake this year. Nevertheless, dispositions [389], which have been almost identical for each of the last three months, exceeded intake for the 11<sup>th</sup> consecutive time. The open inventory [3,111] fell to its lowest level since November 2013. For tax ruling cases, output exceeded intake for the 7<sup>th</sup> consecutive month. The open inventory [2,166] is now at its lowest level since February 2014. For only the second time in seven months, progress was made on the regular ruling and other inventory as there were more than twice as many dispositions than verifications.

**Case Aging and Time Lapse.** The field missed a timeliness measure for the first time since January as 30-day time lapse dipped to 58.7% in November. This was the second consecutive year we missed the 30-day

standard in November. For the reporting year that began in April, we are at 66.1%, which means we need to average 51.4% through March to meet the DOL requirements. 45-day time lapse held steady at 80.4% and is running at 86.9% for the reporting year. Average case age was at 29.4, which was the 12<sup>th</sup> consecutive month we were in compliance with that measure. 30-day time lapse suffered for extension cases as well falling to 35.9%. The 45-day time lapse numbers also fell but only slightly to 70.9%. Average age for these cases remained at 32 days.

# UICY TRENDS - FO

Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42

## NEW OPENED CASES

CY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	29,259	24,091	26,279	30,284	26,654	24,702	24,330	22,177	21,805	21,462	16,062	19,991	287,096	<b>23,925</b>		
2015	17,415	16,163	19,647	21,674	18,055	19,418	20,036	18,448	17,611	19,209	16,111	17,146	220,933	<b>18,411</b>	77%	-5,514
2016	16,472	15,966	18,071	18,348	17,340	18,040	16,201	18,807	16,775	16,025	15,343	15,199	202,587	<b>16,882</b>	92%	-1,529
2017	16,461	14,507	18,941	16,700	17,147	16,497	16,356	18,284	15,336	16,639	14,510		181,378	<b>16,489</b>	98%	-393

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UI registrations to date are down 3% from 2016, down 11% from 2015, and down 32% from 2014

UI registrations monthly average is down 2% from 2016, down 10% from 2015, and down 31% from 2014

## CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	26,057	25,250	26,573	26,957	27,140	25,221	25,688	24,541	20,520	23,658	17,228	18,900	287,733	<b>23,978</b>		
2015	19,584	20,754	20,060	19,749	18,729	19,303	19,666	17,767	17,577	18,931	15,488	17,087	224,695	<b>18,725</b>	78%	-5,253
2016	15,904	17,321	19,541	15,807	17,320	17,645	15,409	18,700	16,349	17,115	15,625	17,438	204,174	<b>17,015</b>	91%	-1,710
2017	16,421	17,230	19,012	14,983	16,195	16,790	14,141	18,445	14,896	16,632	16,005		180,750	<b>16,432</b>	97%	-583

Mult

2/5

2/12

UI dispositions to date are down 3% from 2016, down 13% from 2015, and down 33% from 2014

UI dispositions monthly average is down 3% from 2016, down 12% from 2015, and down 31% from 2014

## BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	25,994	24,779	24,421	27,670	27,131	26,548	25,113	22,670	23,888	21,619	20,404	21,447	<b>24,307</b>		
2015	19,211	14,570	14,111	15,981	15,268	15,304	15,571	16,198	16,183	16,430	17,047	17,067	<b>16,078</b>	66%	-8,229
2016	17,568	16,169	14,610	17,117	17,104	17,469	18,206	18,246	18,640	17,514	17,208	14,922	<b>17,064</b>	106%	986
2017	14,930	12,175	12,067	13,743	14,654	14,329	16,526	16,327	16,750	16,720	15,209		<b>14,857</b>	87%	-2,207

Mult

12

12

UI balance to date is down 14% from 2016, down 7% from 2015, and down 40% from 2014

UI balance monthly average is down 13% from 2016, down 8% from 2015, and down 39% from 2014

	2016	2015	2014	chg 2017 avg	chg 2017 YTD
	87%	92%	61%		
	86%	93%	60%		

# DI CY TRENDS - FO

Program Codes 7, 10, 11, 12, 16 & 20

## NEW OPENED CASES

CY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	1,004	958	979	1,158	1,088	1,131	1,352	1,027	1,113	1,102	815	1,062	12,789	1,066		
2015	1,104	990	1,035	1,085	1,019	1,141	1,205	1,158	1,004	992	871	921	12,525	1,044	98%	-22
2016	861	995	1,140	979	944	974	790	1,013	884	850	857	856	11,143	929	89%	-115
2017	1,039	911	1,046	1,085	1,003	1,068	822	997	926	997	833		10,727	975	105%	47

DI registrations to date are up 4% from 2016, down 8% from 2015, and down 9% from 2014

DI registrations monthly average is up 5% from 2016, down 7% from 2015, and down 8% from 2014

## CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	835	891	958	927	1,047	1,038	1,024	1,101	1,241	1,165	965	1,073	12,265	1,022		
2015	1,144	1,230	1,376	1,045	939	978	1,149	1,052	906	1,034	850	964	12,667	1,056	103%	33
2016	927	964	852	1,111	1,096	1,062	864	967	789	854	873	1,031	11,390	949	90%	-106
2017	1,225	932	998	884	1,240	826	940	910	865	974	797		10,591	963	101%	14

DI dispositions to date are up 2% from 2016, down 10% from 2015, and down 5% from 2014

DI dispositions monthly average is up 1% from 2016, down 9% from 2015, and down 6% from 2014

## BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	1,469	1,536	1,557	1,788	1,830	1,922	2,250	2,176	2,048	1,984	1,834	1,823	1,851		
2015	1,782	1,542	1,198	1,237	1,318	1,480	1,534	1,639	1,737	1,694	1,715	1,672	1,546	83%	-306
2016	1,605	1,636	1,924	1,791	1,638	1,549	1,475	1,520	1,614	1,609	1,593	1,417	1,614	104%	69
2017	1,232	1,210	1,257	1,458	1,220	1,463	1,342	1,429	1,490	1,511	1,547		1,378	85%	-236

DI balance to date is down 16% from 2016, down 10% from 2015, and down 26% from 2014

DI balance monthly average is down 15% from 2016, down 11% from 2015, and down 26% from 2014

2016	85%	84%	
2015	89%	90%	
2014	74%	74%	
chg 2017 avg		chg 2017 YTD	

# Tax Ruling CY TRENDS - FO

Program Codes 19

## NEW OPENED CASES

CY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	14	66	243	421	372	50	15	24	13	3	1	5	1,227	102		
2015	1	55	215	333	176	124	58	19	25	65	168	201	1,440	120	117%	18
2016	147	156	96	198	28	53	64	51	19	9	78	176	1,075	90	75%	-30
2017	261	49	242	198	25	73	104	31	17	87	46		1,133	103	115%	13

DI registrations to date are up 26% from 2016, down 9% from 2015, and down 7% from 2014  
 DI registrations monthly average is up 15% from 2016, down 14% from 2015, and up 1% from 2014

## CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	126	162	24	27	36	55	81	24	49	88	24	18	714	60		
2015	31	10	79	52	106	111	145	95	116	98	96	42	981	82	137%	22
2016	46	38	108	102	49	160	135	213	144	78	116	98	1,287	107	131%	26
2017	75	453	105	180	212	154	163	162	149	136	148		1,937	176	164%	69

DI dispositions to date are up 63% from 2016, up 106% from 2015, and up 178% from 2014  
 DI dispositions monthly average is up 64% from 2016, up 115% from 2015, and up 196% from 2014

## BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	2,177	2,081	2,296	2,690	3,025	3,022	2,924	2,924	2,887	2,803	2,779	2,756	2,697		
2015	2,726	2,770	2,906	3,185	3,256	3,269	3,182	3,105	3,014	2,980	3,052	3,211	3,055	113%	358
2016	3,312	3,430	3,417	3,513	3,490	3,383	3,311	3,142	3,009	2,941	2,903	2,980	3,236	106%	181
2017	3,166	2,762	2,898	2,917	2,730	2,649	2,579	2,449	2,317	2,268	2,166		2,627	81%	-609

DI balance to date is down 19% from 2016, down 14% from 2015, and down 2% from 2014  
 DI balance monthly average is down 19% from 2016, down 14% from 2015, and down 3% from 2014

2016	81%	81%	
2015	86%	86%	
2014	97%	98%	
chg 2017 avg		chg 2017 YTD	

# TAX CY TRENDS - FO

Program Codes 15, 17, 18, 32, 45, 46, 47, 48, 49

## NEW OPENED CASES

CY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	232	320	285	230	222	217	217	234	255	178	253	253	2,896	241		
2015	124	197	271	194	189	300	247	235	177	136	268	270	2,608	217	90%	-24
2016	127	244	253	141	254	170	169	269	281	213	178	282	2,581	215	99%	-2
2017	122	187	189	127	233	222	162	246	143	191	247		2,069	188	87%	-27

Tax registrations to date are down 10% from 2016, down 12% from 2015, and down 22% from 2014

Tax registrations monthly average is down 13% from 2016, down 13% from 2015, and down 22% from 2014

## CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	208	265	232	129	257	300	200	149	195	174	145	120	2,374	198		
2015	81	150	143	212	252	272	196	93	64	76	81	139	1,759	147	74%	-51
2016	121	73	141	164	160	285	512	264	178	161	138	171	2,368	197	135%	51
2017	316	247	280	247	265	362	377	423	388	392	389		3,686	335	170%	138

Tax dispositions to date are up 68% from 2016, up 128% from 2015, and up 64% from 2014

Tax dispositions monthly average is up 70% from 2016, up 129% from 2015, and up 69% from 2014

## BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	3,276	3,328	3,381	3,482	3,447	3,363	3,379	3,463	3,523	3,526	3,633	3,766	3,464		
2015	3,808	3,854	3,979	3,961	3,897	3,923	3,969	4,112	4,223	4,283	4,470	4,574	4,088	118%	624
2016	4,580	4,742	4,853	4,830	4,918	4,802	4,458	4,453	4,547	4,598	4,638	4,749	4,681	115%	593
2017	4,555	4,494	4,403	4,278	4,243	4,101	3,879	3,702	3,455	3,255	3,111		3,952	84%	-728

Tax balance to date is down 15% from 2016, down 2% from 2015, and up 15% from 2014

Tax balance monthly average is down 16% from 2016, down 3% from 2015, and up 14% from 2014

2016	84%	85%
2015	97%	98%
2014	114%	115%
chg 2017 avg		chg 2017 YTD

# RULING-OTHER CY TRENDS - FO

Program Codes 9, 13, 14, 21, 22, 40, 44

## NEW OPENED CASES

CY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	142	157	159	370	229	178	216	193	177	116	70	128	2,135	178		
2015	96	97	114	131	220	170	189	235	98	79	60	179	1,668	139	78%	-39
2016	169	93	114	220	120	176	250	111	220	239	194	116	2,022	169	121%	30
2017	95	149	165	212	339	360	255	186	219	177	90		2,247	204	121%	36

Ruling/Other registrations to date are up 18% from 2016, up 51% from 2015, and up 12% from 2014  
 Ruling/Other registrations monthly average is up 21% from 2016, up 47% from 2015, and up 15% from 2014

## CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	78	221	264	103	120	58	93	82	220	121	136	266	1,762	147		
2015	85	129	836	191	180	95	126	81	80	95	90	53	2,041	170	116%	23
2016	74	80	112	117	189	148	155	120	67	129	238	246	1,675	140	82%	-31
2017	259	477	303	225	133	127	114	221	98	82	177		2,216	201	144%	62

Ruling/Other dispositions to date are up 55% from 2016, up 11% from 2015, and up 48% from 2014  
 Ruling/Other dispositions monthly average is up 44% from 2016, up 18% from 2015, and up 37% from 2014

## BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	1,547	1,485	1,371	1,639	1,750	1,870	1,990	2,098	2,055	2,048	1,982	1,841	1,806		
2015	1,854	1,821	1,096	1,036	1,076	1,151	1,214	1,368	1,384	1,369	1,335	1,462	1,347	75%	-459
2016	1,557	1,570	1,572	1,673	1,601	1,628	1,724	1,717	1,869	1,979	1,935	1,807	1,719	128%	372
2017	1,643	1,316	1,178	1,166	1,370	1,602	1,743	1,708	1,829	1,924	1,837		1,574	92%	-145

Ruling/Other balance to date is down 8% from 2016, up 18% from 2015, and down 13% from 2014  
 Ruling/Other balance monthly average is down 8% from 2016, up 17% from 2015, and down 13% from 2014

2016	92%	92%
2015	117%	118%
2014	87%	87%
chg 2017 avg		chg 2017 YTD

# ALL PROGRAM CY TRENDS - FO

## NEW OPENED CASES

CY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	30,651	25,592	27,945	32,463	28,565	26,278	26,130	23,655	23,363	22,861	17,201	21,439	306,143	25,512		
2015	18,740	17,502	21,282	23,417	19,659	21,153	21,735	20,095	18,915	20,481	17,478	18,717	239,174	19,931	78%	-5,581
2016	17,776	17,454	19,674	19,886	18,686	19,413	17,474	20,251	18,179	17,336	16,650	16,629	219,408	18,284	92%	-1,647
2017	17,978	15,803	20,583	18,322	18,747	18,220	17,699	19,744	16,641	18,091	15,726		197,554	17,959	98%	-325

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All Programs registrations to date are down 3% from 2016, down 10% from 2015, and down 31% from 2014  
All Programs registrations monthly average is down 2% from 2016, down 10% from 2015, and down 30% from 2014

## CLOSED CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	27,304	26,789	28,051	28,143	28,600	26,672	27,086	25,897	22,225	25,206	18,498	20,377	304,848	25,404		
2015	20,925	22,273	22,494	21,249	20,206	20,759	21,282	19,088	18,743	20,234	16,605	18,285	242,143	20,179	79%	-5,225
2016	17,072	18,476	20,754	17,301	18,814	19,300	17,075	20,264	17,527	18,337	16,990	18,984	220,894	18,408	91%	-1,771
2017	18,296	19,339	20,698	16,519	18,045	18,259	15,735	20,161	16,396	18,216	17,516		199,180	18,107	98%	-301

21/2

All Programs dispositions to date are down 1% from 2016, down 11% from 2015, and down 30% from 2014  
All Programs dispositions average is down 2% from 2016, down 10% from 2015, and down 29% from 2014

## BALANCE OPEN CASES

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg.	% Chg of Avg	Yr-Yr Avg Chg
2014	34,463	33,209	33,026	37,269	37,183	36,725	35,656	33,331	34,401	31,980	30,632	31,633	34,126		
2015	29,381	24,557	23,290	25,400	24,815	25,127	25,470	26,422	26,541	26,756	27,619	27,986	26,114	77%	-8,012
2016	28,622	27,547	26,376	28,924	28,751	28,831	29,174	29,078	29,679	28,641	28,277	25,875	28,315	108%	2,201
2017	25,526	21,957	21,803	23,562	24,217	24,144	26,069	25,615	25,841	25,678	23,870		24,389	86%	-3,925

12

All Programs balance to date is down 15% from 2016, down 6% from 2015, and down 29% from 2014  
All Programs balance monthly average is down 14% from 2016, down 7% from 2015, and down 29% from 2014

2016	86%	85%
2015	93%	94%
2014	71%	71%
chg 2017 avg		chg 2017 YTD



# UI TRENDS-AO

Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42

## REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1,620	1,608	1,558	1,883	1,572	1,743	1,790	1,676	1,563	1,795	1,234	1,332	19,374	1,615		
2015	1,027	1,225	1,534	1,518	1,394	1,056	1,583	1,480	999	1,070	1,114	1,142	15,142	1,262	78%	-353
2016	937	967	1,345	1,211	960	1,322	996	986	1,248	964	775	1,010	12,721	1,060	84%	-202
2017	825	784	1,046	923	962	1,216	1,122	1,068	806	833	1,062		10,647	968	91%	-92

UI registrations Jan to date are down 9% from 2016, down 24% from 2015, and down 41% from 2014  
 UI registration monthly average is down 9% from 2016, down 23% from 2015, and down 40% from 2014

## DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1,443	1,490	1,689	1,817	1,599	1,548	1,518	1,752	1,871	1,503	1,381	1,571	19,182	1,599		
2015	1,348	1,285	1,212	1,271	1,231	1,733	1,782	1,527	1,318	1,139	907	1,345	16,098	1,342	84%	-257
2016	1,168	799	1,359	919	1,221	678	923	1,325	1,219	1,243	1,035	924	12,813	1,068	80%	-274
2017	886	975	963	957	1,081	1,065	949	965	831	931	937		10,540	958	90%	-110

UI dispositions Jan to date are down 11% from 2016, down 29% from 2015, and down 40% from 2014  
 UI disposition monthly average is down 10% from 2016, down 29% from 2015, and down 40% from 2014

## BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1,994	2,106	1,936	1,986	1,979	2,166	2,432	2,349	2,047	2,340	2,181	1,937	1,937	2,121		
2015	1,613	1,549	1,873	2,120	2,277	1,599	1,394	1,342	1,021	949	1,161	1,161	1,161	1,505	71%	-616
2016	713	878	902	1,185	917	1,560	1,631	1,291	1,317	1,033	773	862	862	1,089	72%	-416
2017	797	606	688	651	533	941	853	953	922	821	944		8,709	792	73%	-297

UI balance of open cases Jan to date are up 29% from 2016, down 48% from 2015, and down 63% from 2014  
 UI balance monthly average is down 27% from 2016, down 47% from 2015, and down 63% from 2014

2016	73%	71%
2015	53%	52%
2014	37%	37%
chg to '14 avg		chg to '14 YTD

# DI TRENDS-AO

Program Codes 7, 10, 11, 12, 16 & 20

## REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	35	45	36	60	48	57	55	39	59	69	52	71	626	52		
2015	59	54	57	72	56	51	52	91	72	37	38	54	693	58	111%	6
2016	41	33	60	44	46	60	41	51	46	34	40	44	540	45	78%	-13
2017	47	56	58	37	32	50	37	49	23	43	30		462	42	93%	-3

DI registrations Jan to date down 7% from 2016, down 28% from 2015, down 17% from 2014.

DI registration monthly average down 7% from 2015, down 27% from 2015, and down 19% from 2014.

2016	93%	93%
2015	73%	72%
2014	81%	83%

chg to '14 avg

chg to '14 YTD

## DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	59	37	38	50	45	46	45	50	50	55	45	56	576	48		
2015	59	74	53	59	74	52	80	56	101	87	34	55	784	65	136%	17
2016	39	31	61	37	48	47	31	65	35	25	56	29	504	42	64%	-23
2017	56	59	76	44	39	27	54	55	19	30	41		500	45	108%	3

DI dispositions Jan to date up 5% from 2016, down 31% from 2015, down 4% from 2014.

DI disposition monthly average up 8% from 2016, down 30% from 2015, and down 5% from 2014.

2016	108%	105%
2015	70%	69%
2014	95%	96%

chg to '14 avg

chg to '14 YTD

## BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of Yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	52	61	60	68	71	82	92	81	91	106	112	127	127	84		
2015	127	107	111	125	109	106	77	112	82	32	37	34	34	88	106%	5
2016	36	38	38	44	43	55	65	51	62	71	55	70	70	52	59%	-36
2017	61	58	40	33	27	49	32	26	28	43	34			39	75%	-13

Open Balance of DI Jan to date up 23% from 2016, down 58% from 2015, and down 51% from 2014.

Open Balance monthly average down 25% from 2016, down 56% from 2015, and down 53% from 2014.

2016	75%	77%
2015	44%	42%
2014	47%	49%

chg to '14 avg

chg to '14 YTD

**TAX TRENDS-AO**  
Program Codes 15, 17, 18, 32, 45, 46, 47, 48

**REGISTRATIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	24	11	18	9	1	8	0	5	10	5	11	9	111	9		
2015	3	8	9	5	6	1	6	5	10	5	2	4	64	5	58%	-4
2016	9	1	6	4	8	11	15	15	17	10	7	9	112	9	175%	4
2017	8	6	12	9	14	8	21	49	20	23	22		192	17	187%	8

Tax registrations Jan to date are up 86% from 2016, up 220% from 2015, and up 88% from 2014  
Tax registration monthly average is down 87% from 2016, up 227% from 2015, and up 89% from 2014

**DISPOSITIONS**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	8	16	12	7	13	32	6	10	0	5	7	5	121	10		
2015	5	13	0	12	10	3	7	9	4	11	4	4	82	7	68%	-3
2016	8	11	6	1	3	5	7	3	4	5	9	5	67	6	82%	-1
2017	13	18	16	13	20	6	8	55	12	11	70		242	22	394%	16

Tax dispositions Jan to date are up 290% from 2016, up 210% from 2015 and up 109% from 2014  
Tax disposition monthly average is up 294% from 2016, up 222% from 2015, and up 118% from 2014

**BALANCE OPEN CASES**

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of Yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	74	63	69	71	59	35	22	18	28	27	31	35	35	44		
2015	33	28	37	30	26	25	24	20	26	20	19	19	19	26	58%	-19
2016	19	9	9	12	17	23	32	44	57	63	60	64	64	34	133%	9
2017	59	47	45	41	35	37	50	26	100	114	66			56	165%	22

Tax balance of open cases Jan to date is up 80% from 2016, up 115% from 2015, and up 25% from 2014  
Tax balance monthly average is up 65% from 2016, up 120% from 2015, and down 27% from 2014

2016	165%	180%
2015	220%	215%
2014	127%	125%

chg to '14 avg

chg to '14 YTD

# OTHER TRENDS-AO

Program Codes 9,13, 14, 19, 21,22, 40, 44

## REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	2	2	8	7	2	4	2	9	4	4	1	5	50	4		
2015	6	1	5	13	14	8	1	10	7	2	2	6	75	6	150%	2
2016	2	2	1	1	4	4	7	7	7	2	2	8	47	4	63%	-2
2017	6	5	2	2	7	9	6	0	0	1	4		42	4	97%	0

Other registrations Jan to date are up 8% from 2016 and down 39% from 2015, and Down 7% from 2014  
Other registration monthly average down 3% from 2016, down 39% from 2015, and down 8% from 2014

## DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	7	2	4	3	4	8	6	1	4	5	5	5	54	5		
2015	3	5	4	4	5	10	19	5	9	5	2	9	80	7	148%	2
2016	1	1	3	1	1	2	4	8	3	1	4	1	30	3	38%	-4
2017	6	10	2	0	6	9	6	4	0	1	2		46	4	167%	2

Other dispositions Jan to date are up 59% from 2016, down 35% from 2015, and down 6% from 2014  
Other disposition monthly average up 67% from 2016, down 37% from 2015, and down 7% from 2014

## BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	End of yr Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1	1	9	13	11	7	3	11	11	10	6	7	7	8		
2015	10	6	7	15	24	22	4	9	8	5	5	2	2	10	130%	2
2016	3	4	2	2	5	7	10	9	13	14	12	20	20	8	86%	-1
2017	19	14	0	2	2	8	8	0	0	0	2			5	59%	-3

Other balance of open cases is up 32% from 2016, down 52% from 2015, and down 34% from 2014  
Other balance monthly average down 41% from 2016, down 49% from 2015, and down 33% from 2014

2106	59%	68%
2015	51%	48%
2014	67%	66%

chg to '14 avg

chg to '14 YTD

# ALL PROGRAM TRENDS-AO

## REGISTRATIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1,681	1,666	1,620	1,959	1,623	1,812	1,847	1,729	1,636	1,873	1,298	1,417	20,161	1,680		
2015	1,095	1,288	1,605	1,608	1,470	1,116	1,642	1,586	1,088	1,114	1,156	1,206	15,974	1,331	79%	-349
2016	989	1,003	1,345	1,260	1,018	1,397	1,059	1,059	1,318	1,010	824	1,071	13,353	1,113	84%	-218
2017	886	851	1,134	974	1,016	1,283	1,186	1,171	852	900	1,118		11,371	1,034	93%	-79

Registrations Jan to date down 7% from 2016, down 23% from 2015, and down 39% from 2014

Registration monthly average down 7% from 2016, down 22% from 2015, and down 38% from 2014

2016	93%	93%
2015	78%	77%
2014	62%	61%

chg to '14 avg

chg to '14 YTD

## DISPOSITIONS

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	1,517	1,549	1,743	1,877	1,661	1,634	1,583	1,813	1,925	1,568	1,438	1,637	19,945	1,662		
2015	1,415	1,377	1,269	1,346	1,320	1,798	1,888	1,597	1,432	1,242	947	1,413	17,044	1,420	85%	-242
2016	1,217	842	1,359	958	1,273	732	965	1,401	1,261	1,274	1,104	959	13,345	1,112	78%	-308
2017	961	1,062	1,078	1,022	1,146	1,107	1,017	1,038	867	973	1,050		11,321	1,029	93%	-83

Dispositions Jan to date are up 9% from 2016, down 32% from 2015, and down 38% from 2014

Disposition monthly average down 7% from 2016, down 28% from 2015, and down 38% from 2014

2016	93%	91%
2015	72%	68%
2014	62%	62%

chg to '14 avg

chg to '14 YTD

## BALANCE OPEN CASES

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
2014	2,057	2,452	1,910	2,509	2,625	2,671	2,484	1,804	2,049	2,575	2,562	1,970	1,970	2,306		
2015	1,783	1,690	2,028	2,290	2,436	1,752	1,499	1,483	1,137	1,006	1,222	998	998	1,610	70%	-695
2016	771	929	902	1,243	982	1,645	1,738	1,395	1,449	1,181	900	1,016	1,016	1,179	73%	-431
2017	936	725	782	731	603	773	943	1,073	1,052	978	1,046			877	74%	-303

Open Balance Jan to date is down 27% from 20116, down 47% from 2015, and down 62% from 2014

Open Balance monthly average down 26% from 2016, down 47% from 2015, and down 62% from 2014

2016	74%	73%
2015	54%	53%
2014	38%	38%

chg to '14 avg

chg to '14 YTD

APPELLATE OPERATIONS TL & Case Aging TRENDS													Avg.
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Standard 45-Day	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
Standard 75-Day	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Standard 150-Day	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Case Age	40	40	40	40	40	40	40	40	40	40	40	40	40
11/12 45-Day	5.2%	6.9%	4.6%	10.1%	10.6%	10.5%	11.6%	11.7%	17.2%	16.6%	47.9%	70.0%	18.6%
11/12 75-Day	89.2%	87.9%	60.8%	43.9%	40.0%	43.1%	72.7%	86.4%	89.5%	85.5%	91.0%	90.8%	73.4%
11/12 150-Day	99.7%	99.4%	99.4%	97.3%	98.9%	99.0%	98.9%	99.2%	99.5%	99.3%	99.3%	99.1%	99.1%
Case Aging	39	45	43	47	48	44	39	38	39	37	32	30	40
12/13 45-Day	66.4%	57.4%	20.5%	12.8%	28.7%	40.7%	25.5%	22.1%	14.3%	13.1%	24.0%	53.3%	31.6%
12/13 75-Day	94.0%	91.8%	81.7%	80.9%	80.6%	76.4%	75.4%	83.2%	75.3%	82.7%	76.6%	90.6%	82.4%
12/13 150-Day	99.3%	99.5%	99.4%	99.7%	99.2%	99.0%	99.0%	99.6%	98.3%	99.7%	99.8%	99.7%	99.4%
Case Aging	31	38	44	48	44	49	45	45	41	41	35	29.1	41
13/14 45-Day	62.3%	76.0%	72.4%	56.6%	77.4%	80.5%	74.5%	52.4%	52.5%	51.0%	59.1%	77.1%	66.0%
13/14 75-Day	92.1%	94.4%	90.7%	90.3%	94.8%	96.3%	97.3%	93.1%	92.3%	91.6%	93.3%	96.3%	93.5%
13/14 150-Day	99.7%	99.7%	99.8%	99.8%	99.6%	99.9%	99.9%	99.5%	99.6%	99.4%	99.6%	99.9%	99.7%
Case Aging	30.1	31.0	32.2	30.1	28.4	24.0	31.1	35.0	33.8	31.8	27.8	29.3	30.4
14/15 45-Day	77.9%	79.7%	69.8%	42.1%	48.6%	56.9%	38.5%	39.7%	42.4%	45.1%	20.5%	57.5%	51.6%
14/15 75-Day	96.9%	96.4%	95.7%	96.1%	90.6%	93.4%	91.3%	88.8%	82.1%	67.8%	77.4%	93.6%	89.2%
14/15 150-Day	99.2%	99.8%	99.8%	99.8%	99.7%	99.8%	99.5%	99.5%	99.0%	99.9%	99.8%	99.8%	99.6%
Case Aging	28.3	30.3	32.3	35.1	35.9	37.6	36.0	41.1	38.8	41.5	33.4	33.9	35.4
15/16 45-Day	43.2%	21.1%	35.0%	40.2%	69.0%	68.4%	82.5%	81.0%	73.4%	72.8%	77.7%	79.8%	62.0%
15/16 75-Day	92.4%	94.6%	88.0%	89.1%	95.3%	94.6%	96.4%	97.3%	97.6%	96.6%	93.4%	94.6%	94.1%
15/16 150-Day	99.6%	99.8%	100.0%	99.4%	99.8%	98.9%	99.4%	99.5%	99.8%	99.7%	99.2%	99.8%	99.6%
Case Aging	37.3	40.9	42.2	33.1	32.9	29.8	29.6	31.5	30.8	31.2	29.2	25.0	32.8
16/17 45-Day	77.4%	78.9%	62.1%	47.7%	27.8%	52.6%	68.7%	77.2%	73.4%	53.3%	72.1%	82.1%	64.4%
16/17 75-Day	98.0%	95.2%	92.3%	95.1%	91.1%	90.2%	93.8%	95.4%	96.9%	93.9%	97.3%	96.8%	94.7%
16/17 150-Day	99.7%	99.4%	99.7%	100.0%	100.0%	99.6%	99.9%	99.3%	99.6%	100.0%	100.0%	99.8%	99.7%
Case Aging	29.0	33.4	32.3	40.1	37.7	34.0	31.5	31.7	32.4	32.5	30.4	27.9	32.7
17/18 45-Day	88.6%	79.0%	69.2%	71.43%	73.15%	81.8%	72.1%	75.3%					76.3%
17/18 75-Day	98.0%	99.2%	96.2%	95.90%	95.54%	96.7%	98.4%	96.0%					97.0%
17/18 150-Day	99.8%	100.0%	100.0%	100.00%	99.89%	100.0%	99.6%	99.7%					99.9%
Case Aging	25.4	30.3	25.8	27.0	27.4	32.9	36.9	30.1					29.5

# FY UI TRENDS-AO

Program Codes 1, 2, 3, 4, 5, 6, 8, 23, 24, 28, 29, 30, 31, 33, 34, 35, 36, 37, 38, 41, 42

## REGISTRATIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	1,790	1,676	1,563	1,795	1,234	1,332	1,027	1,225	1,534	1,518	1,394	1,056	17,144	1,429		
15/16	1,583	1,480	999	1,070	1,114	1,142	937	967	1,345	1,211	960	1,322	14,130	1,178	82%	-251
16/17	996	986	1,248	964	775	1,010	825	784	1,046	923	962	1,216	11,735	978	83%	-200
17/18	1,122	1,068	806	833	1,062								4,891	978	100%	0

UI registrations July to date are down 73% from 16/17, down 5% from 15/16, and down 28% from 14/15

UI registration monthly average is unchanged from 16/17, down 17% from 15/16, and down 32% from 14/15

## DISPOSITIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	1,518	1,752	1,871	1,503	1,381	1,571	1,348	1,285	1,212	1,271	1,231	1,733		1,473		
15/16	1,782	1,527	1,318	1,139	907	1,345	1,168	799	1,359	919	1,221	678	14,162	1,180	80%	-293
16/17	923	1,325	1,219	1,243	1,035	924	886	975	963	957	1,081	1,065	12,596	1,050	89%	-131
17/18	949	965	831	931	937								4,613	923	88%	-127

UI dispositions July to date are down 2% from 16/17, down 20% from 15/16, and down 31% from 14/15

UI disposition monthly average is down 12% from 16/17, down 22% from 15/16, and down 37% from 14/15

## BALANCE OPEN CASES

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	2,432	2,349	2,047	2,340	2,181	1,937	1,613	1,549	1,873	2,120	2,277	1,599	24,317	2,026		
15/16	1,394	1,342	1,021	949	1,161	943	713	878	902	1,185	917	1,560	12,965	1,080	53%	-946
16/17	1,631	1,291	1,317	1,033	773	862	797	606	688	651	533	681	10,863	905	84%	-175
17/18	853	953	922	821	944								4,493	899	99%	-7

UI balance of open cases to date are down 15% from 16/17, down 5% from 15/16, and down 51% from 14/15

UI balance monthly average down 1% from 16/17, down 17% from 15/16, and down 56% from 14/15

16/17	99%	85%	
15/16	83%	95%	
14/15	44%	49%	
chg 14/15 avg			chg 14/15 YTD

**FY DI TRENDS-AO**  
Program Codes 7,10, 11, 12, 16 & 20

**REGISTRATIONS**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	55	39	59	69	52	71	59	54	57	72	56	51	694	58		
15/16	52	91	72	37	38	54	41	33	60	44	46	60	628	52	90%	-6
16/17	41	51	46	34	40	44	47	56	58	37	32	50	536	45	85%	-8
17/18	37	49	23	43	30								182	36	81%	-8

DI registrations July to date are up 6% from 16/17, down 28% from 15/16, and down 18% from 14/15.

DI registration monthly average is down 19% from 16/17, down 30% from 15/16, and down 37% from 14/15.

16/17	81%	106%
15/16	70%	72%
14/15	63%	82%

chg 14/15 avg chg to 14/15 YTD

**DISPOSITIONS**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	45	50	50	55	45	56	59	74	53	59	74	52	672	56		
15/16	80	56	101	87	34	55	39	31	61	37	48	47	676	56	101%	0
16/17	31	65	35	25	56	35	56	59	76	44	39	27	548	46	81%	-11
17/18	54	55	19	30	41								199	40	87%	-6

DI dispositions July to date are up 28% from 16/17, down 39% from 15/16, and unchanged from 14/15.

DI disposition monthly average is down 13% from 16/17, down 29% from 15/16, and down 29% from 14/15.

16/17	87%	128%
15/16	71%	61%
14/15	71%	100%

chg 14/15 avg chg to 14/15 YTD

**BALANCE OPEN CASES**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	92	81	91	106	112	82	127	107	111	125	109	106	1,249	104		
15/16	77	112	82	32	37	34	36	38	38	44	43	55	628	52	50%	-52
16/17	65	51	62	71	55	70	61	58	40	33	27	49	642	54	102%	1
17/18	32	26	28	43	34								163	33	61%	-21

Open Balance of DI case to date are down 35% from 16/17, down 46% from 15/16, and down 56% from 14/15.

Open Balance monthly average is down 39% from 16/17, down 38% from 15/16, and down 69% from 14/15.

16/17	61%	65%
15/16	62%	54%
14/15	31%	44%

chg 14/15 avg chg to 14/15 YTD



**FY TAX TRENDS-AO**  
Program Codes 15, 17, 18, 32, 45, 46, 47, 48

**REGISTRATIONS**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	1	5	10	5	11	9	3	8	9	5	6	1	73	6		
15/16	6	5	10	5	2	4	9	1	6	4	8	11	71	6	97%	0
16/17	15	15	17	10	7	9	8	6	12	9	14	8	130	11	183%	5
17/18	21	54	20	23	22								140	28	258%	17

Tax registrations July to date are up 146% from 16/17, up 438% from 15/16 and down 567% from 14/15  
Tax registration monthly average is up 158% from 15/16, up 373% from 14/15, and up 360% from 13/14

16/17	258%	246%
15/16	473%	538%
14/15	460%	667%

chg 14/15 avg

chg 14/15 YTD

**DISPOSITIONS**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	6	10	0	5	7	5	5	13	0	12	10	3	76	6		
15/16	7	9	4	11	4	4	9	11	6	1	3	5	74	6	97%	0
16/17	7	3	4	5	9	5	13	18	16	13	20	6	119	10	161%	4
17/18	8	14	12	11	70								115	23	232%	13

Tax dispositions July to date are up 505% from 16/17, up 271% from 15/16 and up 448% from 14/15.  
Tax disposition monthly average is up 132% from 16/17, up 273% from 15/16, and up 263% from 14/15.

16/17	232%	605%
15/16	373%	371%
14/15	363%	548%

chg 14/15 avg

chg 14/15 YTD

**BALANCE OPEN CASES**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	22	18	28	27	31	35	33	28	37	30	26	25	28		
15/16	24	20	26	20	19	19	19	9	9	12	17	23	18	64%	-10
16/17	32	44	57	63	60	64	59	47	45	41	35	37	49	269%	31
17/18	50	94	100	114	66								85	174%	36

Tax balance of open cases to date is up 116% from 16/17, up 371% from 15/16, and up 346% from 14/15.  
Tax balance monthly average is up 74% from 16/17, up 369% from 15/16, and up 199% from 14/15.

16/17	174%	216%
15/16	469%	471%
14/15	299%	446%

chg 14/15 avg

chg 14/15 YTD

**FY OTHER TRENDS-AO**  
Program Codes 9,13, 14, 19, 21,22, 40, 44

**REGISTRATIONS**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	2	9	4	4	1	5	6	1	5	13	14	8	72	6		
15/16	1	10	7	2	2	6	2	2	1	1	4	4	42	4	58%	-3
16/17	7	7	7	2	2	8	6	5	2	2	8	9	65	5	155%	2
17/18	6	0	0	1	4								11	2	41%	-3

Other registrations July to date is are down 52% from 16/17, down 45% from 15/16, and down 42% from 14/15.  
Other registration monthly average is down 59% from 16/17, down 37% from 15/16, and down 63% from 14/15.

16/17	41%	48%
15/16	63%	55%
14/15	37%	58%

chg 14/15 avg

chg 14/15 YTD

**DISPOSITIONS**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	6	1	4	5	5	5	3	5	4	4	5	10	57	5		
15/16	19	5	9	5	2	9	1	1	3	1	1	2	58	5	102%	0
16/17	4	8	3	1	4	1	6	10	2	0	6	9	54	5	93%	0
17/18	6	4	0	1	2								13	3	58%	-2

Other dispositions July to date are down 19% from 16/17, down 66% 15/16, and down 19% from 14/15.  
Other disposition monthly average down 42% from 16/17, down 46% from 15/16, and down 45% from 14/15.

16/17	58%	81%
15/16	54%	34%
14/15	55%	81%

chg 14/15 avg

chg 14/15 YTD

**BALANCE OPEN CASES**

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	3	11	11	10	6	7	10	6	7	15	24	22	11		
15/16	4	9	8	5	5	2	3	4	2	2	5	7	5	42%	-6
16/17	10	9	13	14	12	20	19	14	0	2	8	8	11	230%	6
17/18	8	0	0	0	2								2	19%	-9

Other balance of open cases is down 78% from 16/17, down 62% from 15/16, and down 71% from 14/15.  
Other balance monthly average is down 81% from 16/17, down 57% from 15/16, and down 82% from 14/15.

16/17	19%	22%
15/16	43%	38%
14/15	18%	29%

chg 14/15 avg

chg 14/15 YTD

# FY ALL PROGRAM TRENDS-AO

## REGISTRATIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	1,847	1,729	1,636	1,873	1,298	1,417	1,095	1,288	1,605	1,608	1,470	1,116	17,982	1,499		
15/16	1,642	1,586	1,088	1,114	1,156	1,206	989	1,003	1,412	1,260	1,018	1,397	14,871	1,239	83%	-259
16/17	1,059	1,059	1,318	1,010	824	1,071	886	851	1,134	974	1,016	1,283	12,485	1,040	84%	-199
17/18	1,186	1,171	852	900	1,118								5,227	1,045	100%	5

Registrations July to date down 18% from 16/17, down 4% from 15/16, and down 26% from 14/15.

Registration monthly average unchanged from 16/17, down 16% from 15/16, and down 30% from 14/15.

16/17	100%	118%
15/16	84%	96%
14/15	70%	74%

chg 14/15 avg

chg 14/15 YTD

## DISPOSITIONS

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	1,583	1,813	1,925	1,568	1,438	1,637	1,415	1,377	1,269	1,346	1,320	1,798	18,489	1,541		
15/16	1,888	1,597	1,432	1,242	947	1,413	1,217	842	1,429	958	1,273	732	14,970	1,248	81%	-293
16/17	965	1,401	1,261	1,274	1,104	959	961	1,062	1,078	1,022	1,146	1,107	13,340	1,112	89%	-136
17/18	1,017	1,038	867	973	1,050								4,945	989	89%	-123

Dispositions July to date are up 1% from 16/17, down 20% from 15/16, and down 28% from 14/15.

Disposition monthly average is down 11% from 16/17, down 21% from 15/16, and down 36% from 14/15.

16/17	89%	101%
15/16	79%	80%
14/15	64%	72%

chg 14/15 avg

chg 14/15 YTD

## BALANCE OPEN CASES

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	Avg.	% Chg of Avg	Yr-Yr AvgChg
14/15	2,484	1,804	2,049	2,575	2,562	1,970	1,783	1,690	2,028	2,290	2,436	1,752		2,119		
15/16	1,499	1,483	1,137	1,006	1,222	998	771	929	951	1,243	982	1,645		1,156	55%	-963
16/17	1,738	1,395	1,449	1,181	900	1,016	936	725	782	731	603	775		1,019	88%	-136
17/18	943	1,073	1,052	978	1,046									1,018	100%	-1

Open Balance to date is down 12% from 16/17, down 1% from 15/16, and down 43% from 14/15.

Open Balance monthly average is unchanged from 16/17, down 12% from 15/16, and down 52% from 14/15.

16/17	100%	88%
15/16	88%	99%
14/15	48%	57%

chg 14/15 avg

chg 14/15 YTD

## 3

APPELLATE		2017												AO		TOTAL	Appellants	
	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Average	Current Mo. % of Avg.		Current Mo.		
WORKLOAD																		
Registrations													968	110%	10,647			
UI TL	825	784	1,046	923	962	1,216	1,122	1,068	806	833	1,062		42	71%	462			
DI	47	56	58	37	32	50	37	49	23	43	30		6	89%	62			
Ruling & T-R	5	5	16	3	7	4	5	5	3	4	5		17	102%	183			
Tax	8	6	12	9	14	8	21	49	20	19	17		2	259%	17			
Other	1	0	2	2	1	5	1	0	0	1	4							
Total	886	851	1,134	974	1,016	1,283	1,186	1,171	852	900	1,118	0	1,034	108%	11,371	659		
Multi Cases																		
Dispositions																		
UI TL	886	975	963	957	1,081	1,065	949	965	831	931	937		958	98%	10,540			
DI	56	59	76	44	39	27	54	55	19	30	41		45	90%	500			
Ruling & T-R	5	9	21	8	5	7	4	7	5	2	3		7	43%	76			
Tax	13	18	16	13	20	6	8	7	12	9	67		17	390%	189			
Other	1	1	2	0	1	2	2	4	0	1	2		1	138%	16			
Total	961	1,062	1,078	1,022	1,146	1,107	1,017	1,038	867	973	1,050	0	1,029	102%	11,321	660		
Multi Case/CN																		
Balance - Open Cases																		
UI TL	797	606	688	684	633	679	853	953	922	821	944		771	122%				
DI	61	58	40	34	27	49	32	26	28	43	34		39	87%				
Ruling & T-R	18	14	9	4	6	3	4	2	2	2	4		6	65%				
Tax	59	47	45	41	35	37	50	92	100	112	62		62	100%				
Other	1	0	0	2	2	5	4	0	0	0	2		1	138%				
Total	936	725	782	765	603	775	943	1,073	1,052	978	1,046	0	880	119%		597	Estimate	
Multi Cases																		
FO to AO Appeal Rate																		
UI TL	4.7%	4.8%	6.1%	4.9%	6.4%	7.5%	6.7%	7.6%	4.4%	5.6%	6.4%		5.9%	108.2%				
DI	4.6%	4.6%	6.2%	3.7%	3.6%	4.0%	4.5%	5.2%	2.5%	5.0%	3.1%		4.3%	72.1%				
Ruling & T-R	1.5%	1.6%	1.8%	0.8%	1.8%	1.3%	1.9%	1.9%	0.8%	1.7%	2.5%		1.6%	154.6%				
Tax	4.7%	1.9%	4.9%	3.2%	5.7%	3.0%	5.8%	13.0%	8.1%	4.9%	4.3%		5.4%	80.2%				
Other	5.9%	0.0%	12.5%	7.7%	7.7%	20.0%	5.6%	0.0%	0.0%	7.1%	28.6%		8.6%	330.7%				
Overall Rate	4.7%	4.7%	5.9%	4.7%	6.2%	7.1%	6.5%	7.4%	4.2%	5.5%	6.1%		5.7%	107.3%				

APPELLATE OPERATIONS ~ REPORT SUMMARY

APPELLATE	2017												Average	AO Current Mo. % of Avg.				
	Jan	Feb	March	April	May	June	July	Aug	Sep	Oct	Nov	Dec						
<b>TIME LAPSE</b>																		
45 Day-50 %	53	72	82	89	79	69	71	73	82	72	75		74	101%				
75 Day- 80 %	94	97	97	98	99	96	96	96	97	98	96		97	99%				
150 Day- 95 %	100	100	100	100	100	100	100	100	100	100	100		100	100%				
<b>CASE AGE</b>																		
Avg Days-UI (mean)	32.5	30.4	27.9	25.4	30.3	25.8	27.0	27.4	32.8	36.9	30.1		29.7	101%				
Avg Days-UI (median)	28.0	27.0	28.0	23.0	26.0	22.0	21.0	24.0	32.0	34.0	28.0		26.6	105%				
Over 120 days old																		
UI Cases	0	0	1	0	0	0	4	3	6	4	2		2	110%				
UI %	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%		0%	140%				
UI % Word Mults	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%					
<b>NET PYS USED</b>																		
ALJ	7.70	7.97	7.17	8.36	7.18	7.63	6.76	6.46	6.64	7.88			7.4	107%				
AO Non ALJ	17.58	18.46	18.87	17.16	15.02	14.82	14.42	15.88	13.40	13.67			15.9	86%				
CTU Non ALJ	1.58	1.54	1.92	1.74	1.63	1.69	1.61	1.90	1.94	1.83			1.7	105%				
Net Pys	26.86	27.97	27.96	27.26	23.83	24.14	22.79	24.24	21.98	23.38	0.00	0.00	25.0	93%				
<b>RATIOS</b>																		
AO w/o transcribers	2.28	2.32	2.63	2.05	2.09	1.94	2.13	2.46	2.02	1.73			2.16	80%				
AO with transcribers	2.49	2.51	2.90	2.26	2.32	2.16	2.37	2.75	2.31	1.97			2.40	82%				
<b>TRANSCRIPTS</b>																		
	27	21	33	22	25	22	15	36	34	50	56		31	181%				
PAGES	1,612	2,016	2,267	1,672	1,350	1,496	759	2,657	2,206	3,444	3,337		2,074	161%				
AVG PGS Per T/S	60	96	69	76	54	68	51	74	65	69	60		75	80%				
<b>PRODUCTIVITY</b>																		
ALJ Dis/awk	31.2	33.3	34.2	29.1	36.3	33.0	35.8	36.5	32.6	28.1			31.2	90%				
Trans Pgs/day	51.01	66.45	53.67	45.76	37.65	40.30	22.45	63.56	56.86	85.54			51.0	168%				

APPELLATE OPERATIONS ~ REPORT SUMMARY

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APPELLATE	2017-2018												AO Current Mo. % of Avg.	TOTAL	Appellants Current Mo.	
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average			
<b>WORKLOAD</b>																
<b>Registrations</b>													978	109%	4,891	
UI TL	1,122	1,068	806	833	1,062								96	82%	182	
DI	37	49	23	43	30								4	114%	22	
Ruling & T-R	5	5	3	4	5								25	67%	126	
Tax	21	49	20	19	17								1	333%	6	
Other	1	0	0	1	4								1,045	107%	5,227	659
Total	1,186	1,171	852	900	1,118	0	0	0	0	0	0	0				
Multi Cases																
<b>Dispositions</b>																
UI TL	949	965	831	931	937								923	102%	4,613	
DI	54	55	19	30	41								40	103%	199	
Ruling & T-R	4	7	5	2	3								4	71%	21	
Tax	8	12	12	9	67								21	325%	103	
Other	2	4	0	1	2								2	111%	9	
Total	1,017	1,038	867	973	1,050	0	0	0	0	0	0	0	989	106%	4,945	660
Multi Cases/CR																
<b>Balance - Open Cases</b>																
UI TL	853	953	922	821	944								899	105%		
DI	32	26	28	43	34								33	104%		
Ruling & T-R	4	2	2	2	4								3	143%		
Tax	50	92	100	112	62								83	75%		
Other	4	0	0	0	2								1	167%		
Total	943	1,073	1,052	978	1,046	0	0	0	0	0	0	775	1,018	103%		597
Multi Cases																Estimate
<b>FO to AO Appeal Rate</b>																
UI TL	6.7%	7.6%	4.4%	5.6%	6.4%								6.1%	104%		
DI	4.5%	5.2%	2.5%	5.0%	3.1%								4.1%	76%		
Ruling & T-R	1.9%	1.9%	0.8%	1.7%	2.5%								1.8%	140%		
Tax	5.8%	13.0%	8.1%	4.9%	4.3%								7.2%	60%		
Other	5.6%	0.0%	0.0%	7.1%	28.6%								8.3%	346%		
Overall Rate	6.5%	7.4%	4.2%	5.5%	6.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%	241%		

APPELLATE OPERATIONS ~ REPORT SUMMARY

sp

APPELLATE	2017-2018												Average	AO Current Mo. % of Avg.			
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun					
<b>TIME LAPSE</b>																	
45 Day-50 %	71	73	82	72	75								75	101%			
75 Day- 80 %	96	96	97	98	96								97	99%			
150 Day- 95 %	100	100	100	100	100								100	100%			
<b>CASE AGE</b>																	
Avg Days-UI (mean)	27.0	27.4	32.9	36.9	30.1								30.9	98%			
Avg Days-UI (median)	21.0	24.0	32.0	34.0	28.0								27.8	101%			
<b>Over 120 days old</b>																	
UI Cases	4	3	6	4	2								4	53%			
UI %	0%	0%	1%	0%	0%								0%	51%			
UI % Worst Month	0%	0%	0%	0%	0%								0%	48%			
<b>NET PYs USED</b>																	
ALL	6.76	6.46	6.64	7.88									6.9	114%			
AO Non ALL	14.42	15.88	13.40	13.67									14.3	95%			
CTU Non ALL	1.61	1.90	1.94	1.83									1.8	101%			
Net PYs	22.79	24.24	21.98	23.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00		23.1	101%			
<b>RATIOS</b>																	
AO w/o transcribers	2.13	2.46	2.02	1.73									2.07	84%			
AO with transcribers	2.37	2.75	2.31	1.97									2.33	84%			
<b>TRANSCRIPTS</b>																	
	15	36	34	50	56								38	147%	191		
<b>PAGES</b>																	
	769	2,657	2,206	3,444	3,337								2,481	135%	12,403		
Avg PGS Per T/S	51	74	65	69	60								64	94%			
<b>PRODUCTIVITY</b>																	
ALL Disputes	35.8	36.5	32.6	28.1									36.2	78%			
Trans PGS/day	22.45	63.56	56.86	85.54									43.0	199%			

# Monthly Board Meeting Litigation Report - November 2017

AGENDA ITEM 9

## LITIGATION CASES PENDING

TOTAL = 96

<b>SUPERIOR COURT:</b> Claimant Petitions.....	63
Employer Petitions.....	14
EDD Petitions.....	1
Non-benefit Court Cases .....	3
<b>APPELLATE COURT:</b> Claimant Appeals.....	9
Employer Appeals.....	2
EDD Appeals.....	0
Non-benefit Court Cases .....	1
<b>ISSUES:</b> UI.....	76
DI.....	9
Tax.....	4
Non-benefit Court Cases .....	7

## 2017 CALENDAR YEAR ACTIVITY - Benefit & Tax Cases

### LITIGATION CASES FILED

YTD

November

<b>SUPERIOR COURT:</b> Claimant Petitions.....	30	1
Employer Petitions.....	11	2
EDD Petitions.....	1	0
<b>APPELLATE COURT:</b> Claimant Appeals.....	1	0
Employer Appeals.....	1	0
EDD Appeals.....	0	0

### LITIGATION CASES CLOSED

YTD

November

<b>SUPERIOR COURT:</b> Claimant Petitions.....	36	5
Employer Petitions.....	7	1
EDD Petitions.....	0	0
<b>APPELLATE COURT:</b> Claimant Appeals.....	6	0
Employer Appeals.....	1	0
EDD Appeals.....	0	0

## 2017 Decision Summary

### Claimant Appeals

Win: 3      Loss: 37

### Employer Appeals

Win: 2      Loss: 6

### CUIAB Decisions

Affirmed: 43      Reversed: 5      Remanded: 0



# CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD

## NOVEMBER 2017 PERFORMANCE INDICATORS

### FIELD OPERATIONS

#### MEETING DOL STANDARDS

##### UI TIMELAPSE CASES

Closed Cases	<u>Closed</u>	<u>DOL Standard</u>
% Closed in <= 30 Days	58.7%	≥60%
% Closed in <= 45 Days	80.4%	≥80%
Pending Cases	<u>Avg. Days</u>	<u>DOL Standard</u>
Case Aging	29.4	≤30

##### WORKLOAD

	<u>UI</u>	<u>ALL</u>
Opened	14,510	15,726
Closed	16,005	17,516
Balance of Open Cases	15,209	23,870

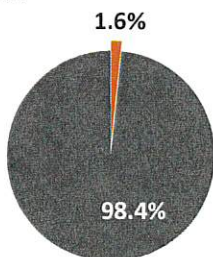
#### CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	<u>Days</u>
UI Timelapse Appeals	40
DI Appeals (including PFL)	70
All Programs	63

#### UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	98.7%
UI Extensions as % of All UI	1.3%

#### UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 1.6% of UI Open Balance, and Regular UI cases made up 98.4%.

### APPELLATE OPERATIONS

#### MEETING DOL GUIDELINES & STANDARDS

##### UI TIMELAPSE CASES

Closed Cases	<u>Closed</u>	<u>DOL Guideline</u>
% Closed in <= 45 Days	75.3%	≥50%
% Closed in <= 75 Days	96.0%	≥80%
Pending Cases	<u>Avg. Days</u>	<u>DOL Standard</u>
Case Aging	30.1	≤40

##### WORKLOAD

	<u>UI</u>	<u>ALL</u>
Opened	1,062	1,118
Closed	937	1,050
Balance of Open Cases	944	1,046

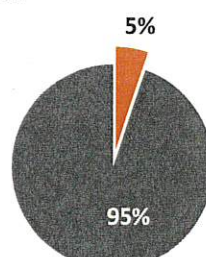
#### CYCLE TIME: AVERAGE DAYS TO CLOSE APPEALS

	<u>Days</u>
UI Timelapse Appeals	47
DI Appeals (including PFL)	37
All Programs	52

#### UI WORKLOAD COMPOSITION AT INTAKE (OPENED)

Regular UI Appeals as % of All UI	95%
UI Extensions as % of All UI	5%

#### UI WORKLOAD COMPOSITION AT END OF MONTH OPEN BALANCE:



UI Extensions made up 5% of UI Open Balance, and Regular UI cases made up 95%.

**California Unemployment Insurance Appeals Board**  
**FO Cycle Time Summary Report**  
For Cases Closed in November 2017

UI Timelapse CASES	OVERALL Average Days to Process an Appeal	By Step in Process			
		Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	32	3	8	14	1
Inglewood	46	5	19	13	3
Inland	34	3	7	16	2
Los Angeles	38	3	10	16	3
Oakland	39	5	8	15	1
Orange County	40	4	11	15	2
Oxnard	34	3	12	13	1
Pasadena	36	3	11	13	3
Sacramento	50	3	23	15	2
San Diego	40	4	15	15	1
San Francisco	36	4	11	14	1
San Jose	52	3	23	20	1
<b>Statewide</b>	<b>40</b>	<b>4</b>	<b>13</b>	<b>15</b>	<b>2</b>

ALL CASES	OVERALL Average Days to Process an Appeal	By Step in Process			
		Case Creation Date to Verified Date	Verified Date to Scheduled Date	Scheduled Date to Hearing Date	Hearing Date to Decision Mailed Date
Jurisdiction	Average	Average	Average	Average	Average
Fresno	41	4	9	15	2
Inglewood	88	6	31	16	4
Inland	48	3	9	17	3
Los Angeles	75	3	11	17	4
Oakland	63	6	19	15	2
Orange County	66	5	14	17	3
Oxnard	47	3	12	13	1
Pasadena	41	3	12	13	3
Sacramento	55	3	24	16	2
San Diego	57	4	16	16	1
San Francisco	41	4	11	16	2
San Jose	60	3	24	20	1
Tax Office	378	N/A	N/A	85	143
<b>Statewide</b>	<b>63</b>	<b>4</b>	<b>16</b>	<b>16</b>	<b>3</b>

**California Unemployment Insurance Appeals Board**  
**FO Cycle Time Summary Report**  
**For Cases Closed in November 2017**

<b>PFL CASES</b>	<b>OVERALL Average Days to Process an Appeal</b>	<b>By Step in Process</b>			
		<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
<b>Jurisdiction</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	44	6	8	14	3
Inglewood	75	7	22	20	11
Inland	57	6	20	15	8
Los Angeles	69	7	34	15	7
Oakland	70	14	18	14	8
Orange County	70	9	35	15	7
Oxnard	37	5	8	12	Not available
Pasadena	88	4	33	13	10
Sacramento	40	5	18	15	0
San Diego	59	8	19	14	7
San Francisco	64	7	19	13	18
San Jose	55	5	48	26	2
<b>Statewide</b>	<b>61</b>	<b>7</b>	<b>24</b>	<b>16</b>	<b>7</b>

<b>DI CASES (No PFL)</b>	<b>OVERALL Average Days to Process an Appeal</b>	<b>By Step in Process</b>			
		<b>Case Creation Date to Verified Date</b>	<b>Verified Date to Scheduled Date</b>	<b>Scheduled Date to Hearing Date</b>	<b>Hearing Date to Decision Mailed Date</b>
<b>Jurisdiction</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>	<b>Average</b>
Fresno	51	7	17	15	3
Inglewood	60	9	20	14	8
Inland	69	5	27	17	12
Los Angeles	80	6	38	17	10
Oakland	76	22	16	16	8
Orange County	92	9	49	14	10
Oxnard	63	8	7	12	2
Pasadena	73	11	17	13	7
Sacramento	68	5	30	15	5
San Diego	65	8	30	15	5
San Francisco	58	8	12	15	7
San Jose	86	12	42	16	3
<b>Statewide</b>	<b>71</b>	<b>8</b>	<b>27</b>	<b>15</b>	<b>8</b>